

# DRAFT

## CalSAWS | Enhancement Request (CER)

**PPOCs:** Please send the completed request to CER@CalSAWS.org and cc your RM.

<b>Submission Date</b>	1/14/2021
<b>Title</b>	OCAT ChatBot Response Enhancement for share feature

<b>Region #: 2</b>	<b>County: Sacramento</b>	
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<b>Program(s) Impacted:</b>			
<input type="checkbox"/> Adoptive Services	<input type="checkbox"/> ARC	<input type="checkbox"/> CalFresh	<input type="checkbox"/> Cal-Learn
<input type="checkbox"/> CalWORKS / RCA	<input type="checkbox"/> CAPI	<input type="checkbox"/> Child Care	<input type="checkbox"/> CMSP
<input type="checkbox"/> Foster Care	<input type="checkbox"/> GA/GR	<input checked="" type="checkbox"/> GAIN/REP/WTW	<input type="checkbox"/> GROW
<input type="checkbox"/> Kin-GAP	<input type="checkbox"/> Medi-Cal / RMA	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> Other – specify			

<b>Area(s) Impacted:</b>			
<input type="checkbox"/> Call Center	<input type="checkbox"/> Case Assignment	<input type="checkbox"/> Client Correspondence	<input type="checkbox"/> Eligibility
<input type="checkbox"/> Fiscal / Collections	<input type="checkbox"/> Hearings	<input type="checkbox"/> Imaging	<input type="checkbox"/> Lobby Management
<input type="checkbox"/> Reports	<input type="checkbox"/> Resource Data Bank	<input type="checkbox"/> Schedule Appt	<input type="checkbox"/> Security
<input type="checkbox"/> Self Service Portal	<input type="checkbox"/> Special Investigation	<input type="checkbox"/> Task Mgmt	<input type="checkbox"/> Time Limits
<input type="checkbox"/> Training			
<input type="checkbox"/> Interface(s) - specify			
<input checked="" type="checkbox"/> Other – specify			
OCAT System Enhancement			

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## Justification / Request Summary:

### Issue:

During UAT Scenario #23, the ChatBot response for locating a interview from another county they don't have access to due to not having shared access, didn't seem to resolve the help question. ChatBot provides the following response to the OCAT User in UAT/Production environments:

### ChatBot:

If the Interview is not in your County or has not been shared with your County, you will not be able to view it.

Refer to the OCAT User Manual to learn about shared interviews.

Is there anything else I can help you with?

### Responses Options:

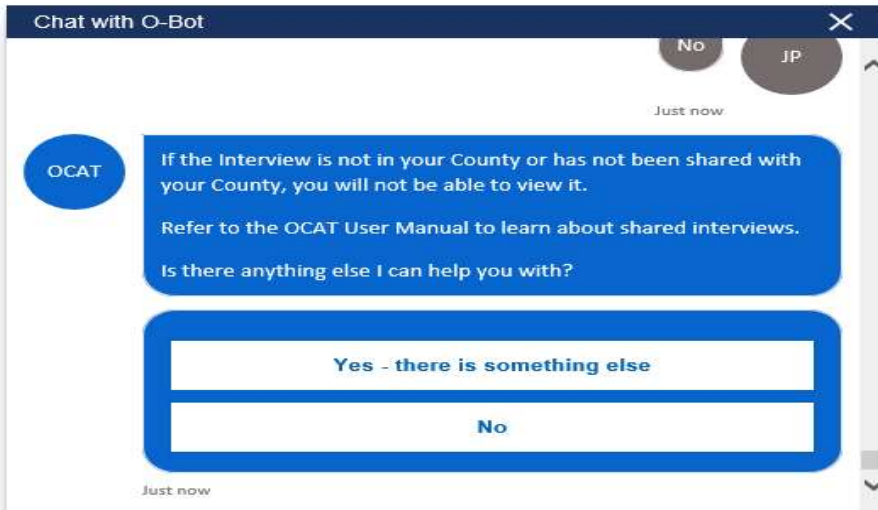
Yes - there is something else

No

However, the OCAT User's issue is not considered resolved since they are just routed back to view the OCAT manual that doesn't provide them the information they need to request a shared OCAT from another county in order to view the prior OCAT information in the OCAT system. If there was a centralized OCAT County Coordinator List stored in the OCAT system, the resolution to this question to ChatBot, could be "If the Interview is not in your County or has not been shared with your County, you will not be able to view it. Please refer to the OCAT County Coordinator List to find the contact person to request a shared OCAT". For more information regarding shared interviews, refer to the OCAT User Manual". Is there anything else I can help you with?

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Proposed Recommendation:

Enhance the OCAT ChatBot response for the share feature to state something differently such as “If you still need assistance regarding requesting a shared OCAT, please contact your supervisor or you County Primary OCAT Contact (POC) for further assistance” or other agreed upon verbiage that is agreed upon in the WTW CalSAWS Committee.

Priority/Implementation Consideration(s):

High

CalSAWS Response:

CER Tracking #: (automatically generate by JIRA)  
CA-223945

SCR # CA-224961

Rejected By:

Date:

Rejection Reason(s) or other Comments: